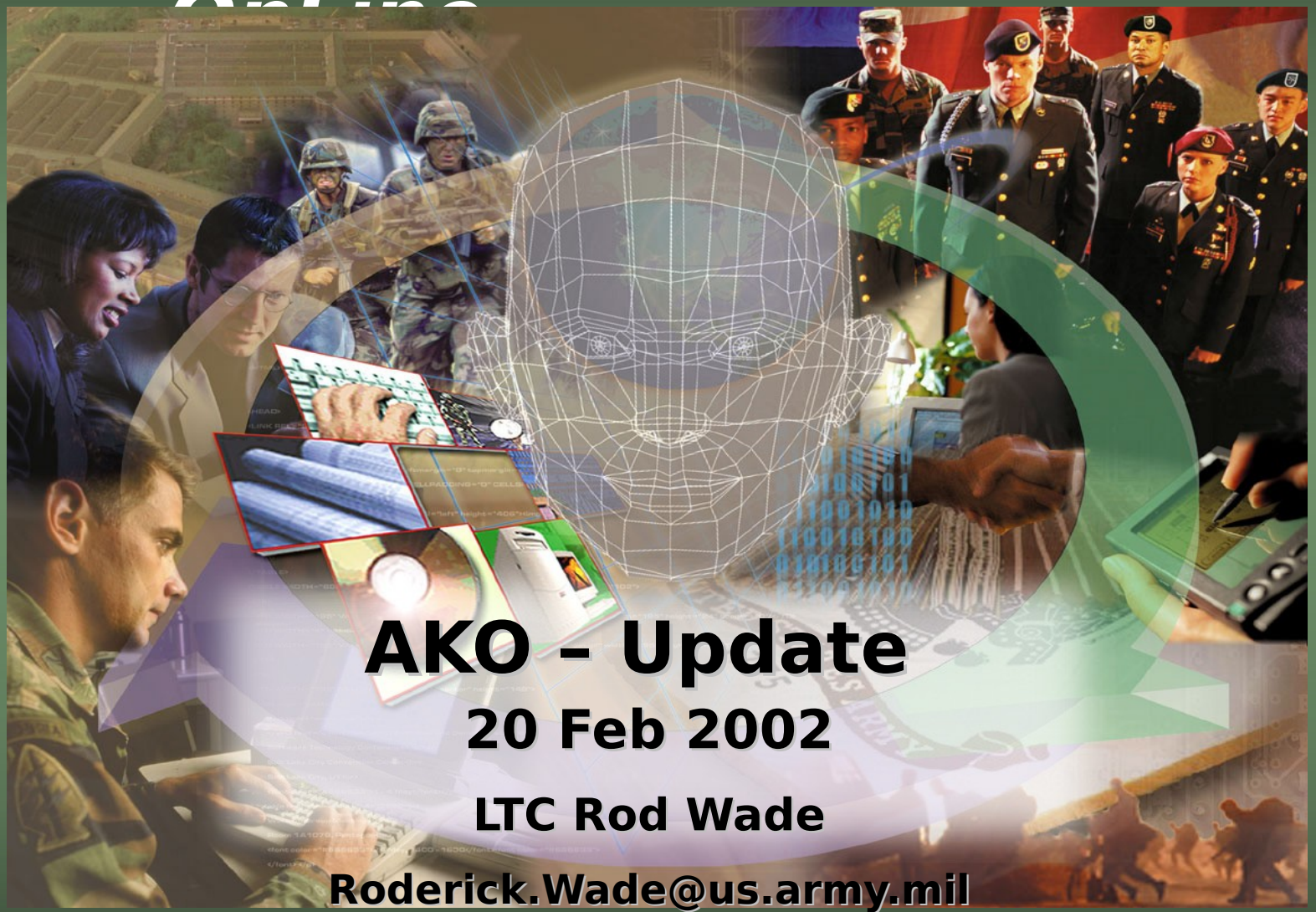
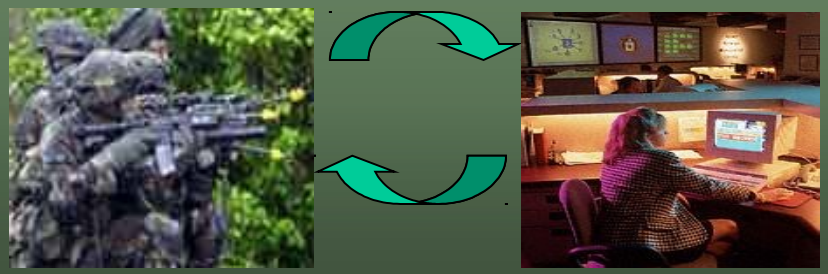
Army Knowledge Online



Army Knowledge Management

The Army strategy to transform itself into a network-centric, knowledge-based force. This effort is an integral part of Army Transformation. AKM is intended to improve decision dominance by our warfighters and business stewards—in the battlespace, in our organizations, and in our mission practices.



AKM Strategic Goals

- Adopt governance and cultural changes to become a knowledge-based organization
- Integrate knowledge management concepts and best business practices into Army processes to improve performance
- Manage the Infostructure as an Enterprise to enhance capabilities and efficiencies
- Scale Army Knowledge Management Online as the Enterprise Portal to provide universal, secure access for the entire Army
- Harness our human capital for the knowledge-based Army

Goal 4: Scale AKO as the Enterprise Portal

- ***Intent:***
  By Jul 02, the Army will conduct the majority of its internal business via the Web through AKO

- ***Requirement:***
  - AKO accounts for Active duty, ANG, Reserve, and DA Civilians
  - Functional and MACOM managers streamline and webify applications/link to AKO or obtain waiver

- ***Ongoing Actions:***
  - Over 852,751 AKO accounts and growing
  - Over 61,000 daily unique logins
  - Over 650,000 unique logins in the past 2 weeks
  - Functional and organizational content growing
  - 24X7 support operations implemented
  - Standing up mirror

Continue to Push AKO as the Army Portal

Covering the Range of Knowledge Portals

AKO – Secret on the

- Opns and Intell primary users
- Secret and below conte
- Secure web email
- Secure Instant Messaging

3,900 + accounts

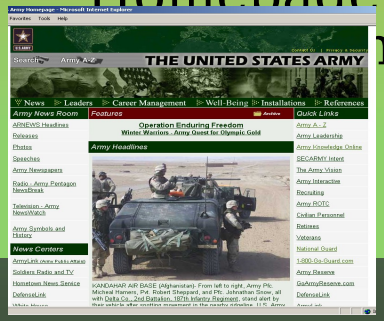
AKO - Unclass on the

- The Army's daily workhorse
- 128 bit encryption security
- PKI enabled Email
- Content is sensitive but Unclassified

852,751 + accounts

- Internal
- External

The Army Homepage

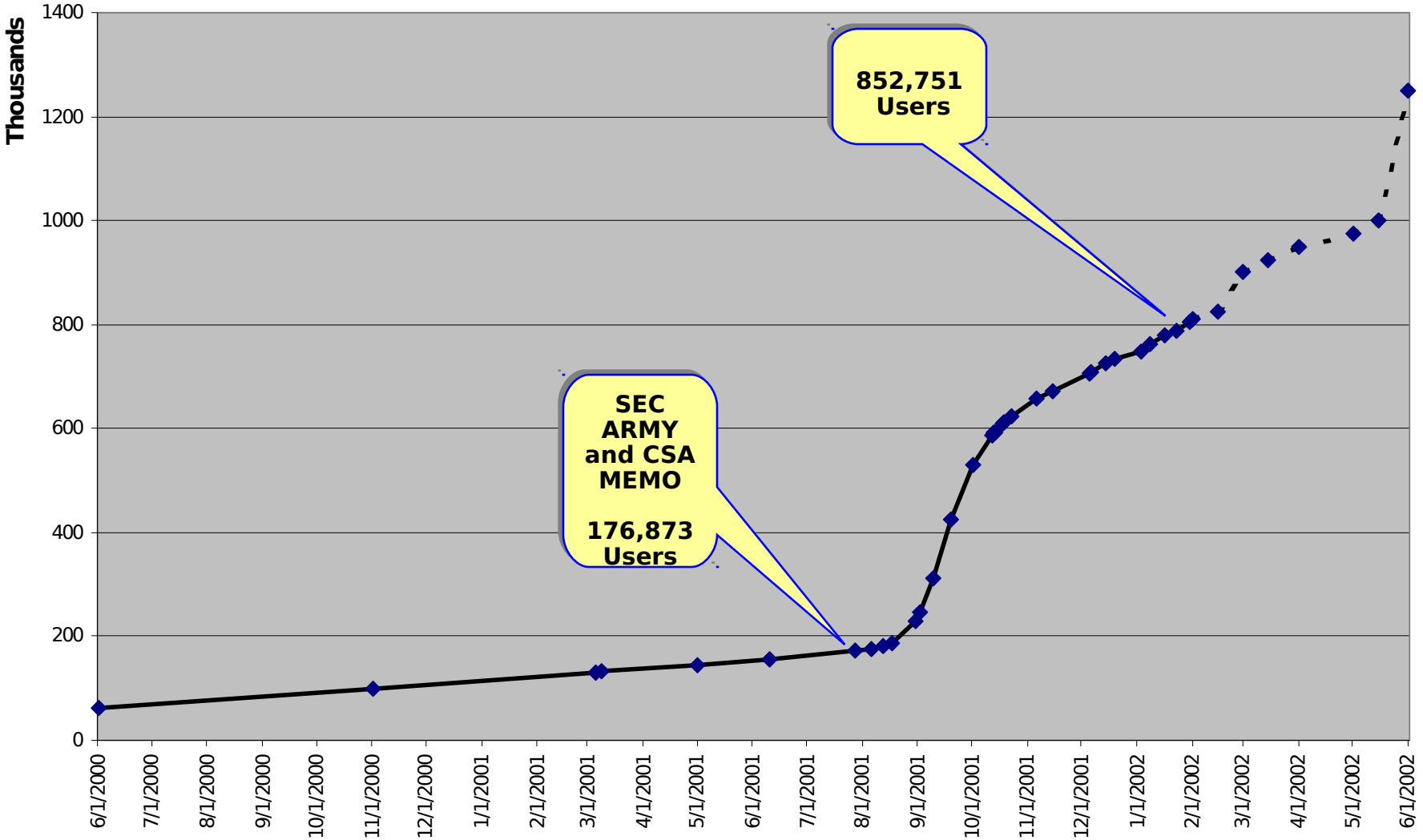


- The Army's public Web site
- Unrestricted access
- Content updated daily by CSA Strategic Communications Group

AKO Capabilities

- Over 852,751 accounts
- Features and Benefits
  - –Single sign on
  - –Web mail
  - –HQDA analysis and collaboration tools
  - –Scenario-based personalization
  - –Instant messaging
  - –Individual Personalization of pages
  - –Secure and encrypted-target messaging
- Services
  - –Portal to other Army Knowledge Centers and Communities of Practice
  - –Career Lifetime E-mail
  - –Powerful search engines
  - –Online transaction processing

AKO – Growth


Thousands
1400
1200
1000
800
600
400
200
0
852,751
Users
SEC
ARMY
and CSA
MEMO
176,873
Users
6/1/2000
7/1/2000
8/1/2000
9/1/2000
10/1/2000
11/1/2000
12/1/2000
1/1/2001
2/1/2001
3/1/2001
4/1/2001
5/1/2001
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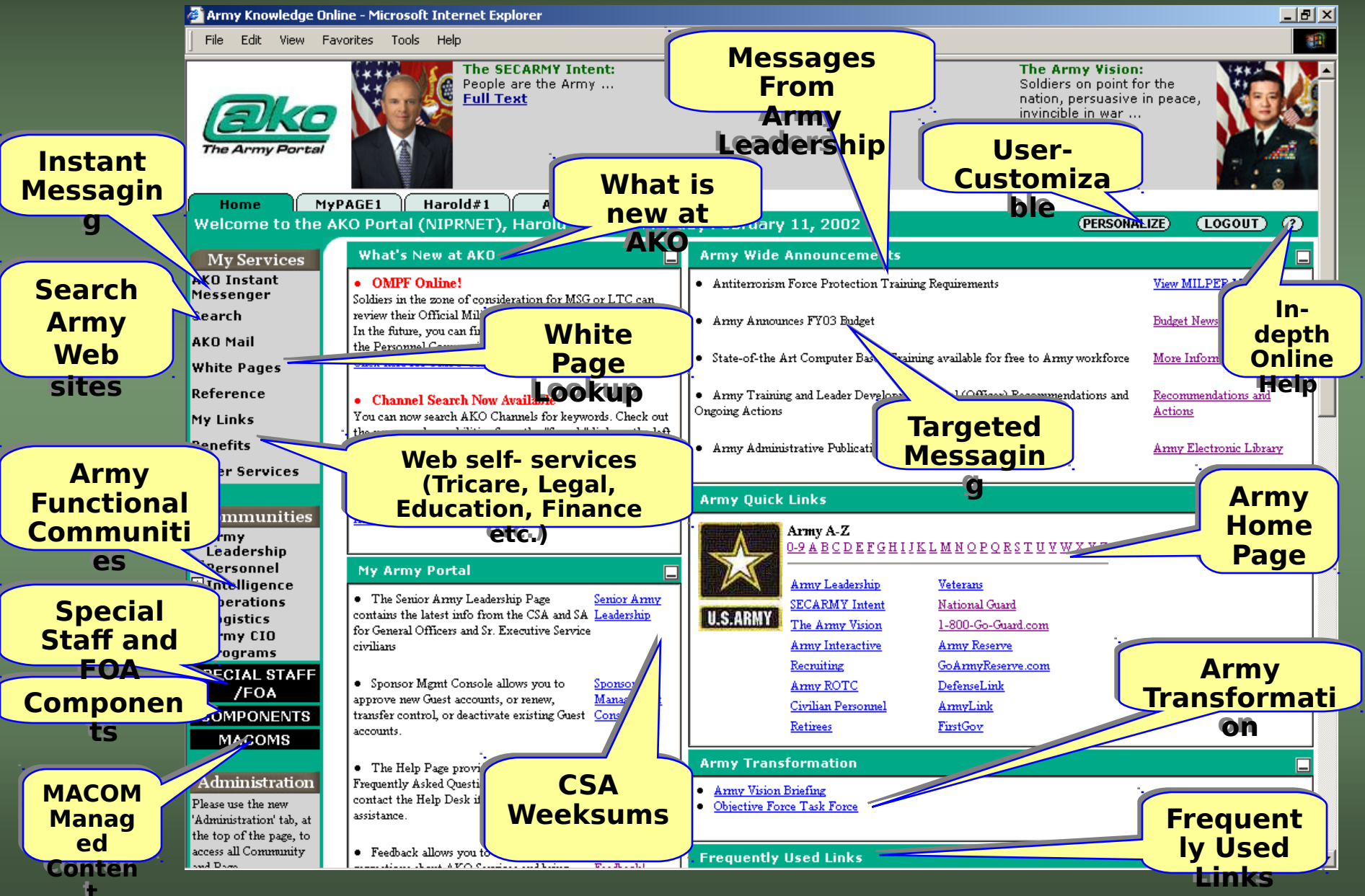
5/1/2002
6/1/2002

AKO-Gateway to Army Knowledge



Instant Messaging

Search Army Web sites

Army Functional Communities

Special Staff and FOA Components

MACOM Managed Content

What is new at AKO

Messages From Army Leadership

User-Customizable

White Page Lookup

Web self- services (Tricare, Legal, Education, Finance etc.)

Targeted Messaging

In-depth Online Help

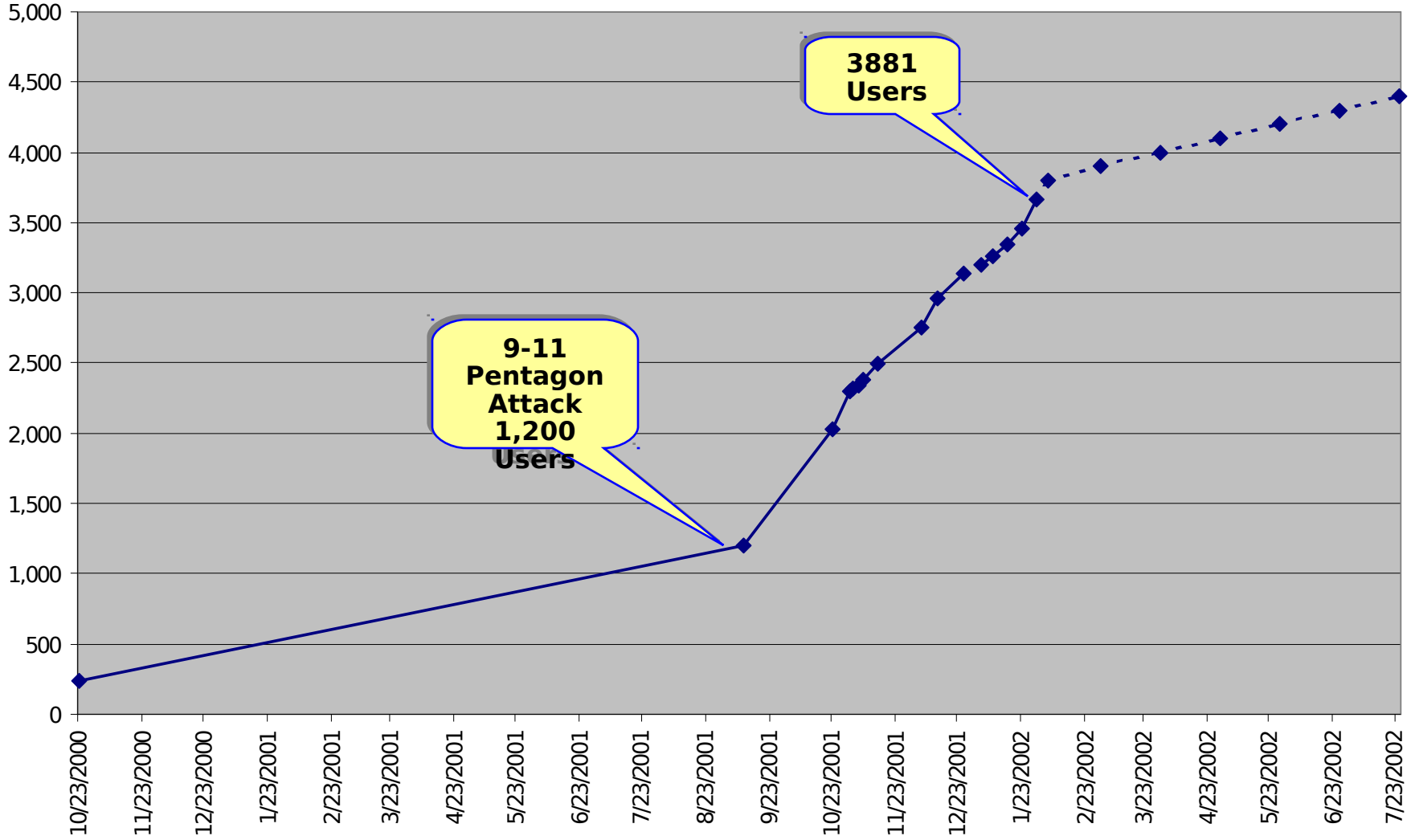
Army Home Page

Army Transformation

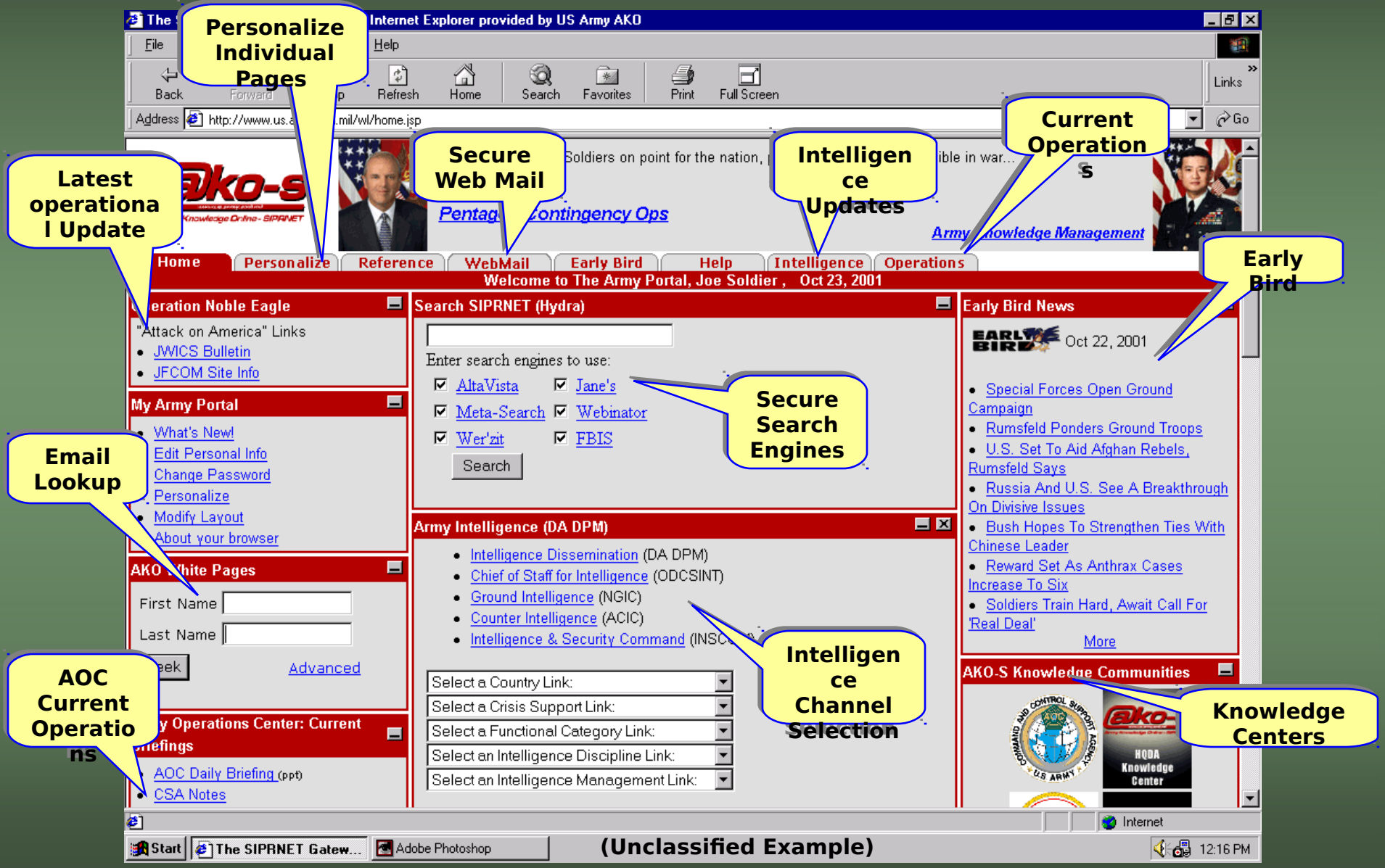
CSA Weeksums

Frequently Used Links

AKO-SECRET Growth



AKO SIPRNET
Over 3,890 Users



(Unclassified Example)

AKO . . . One Stop Shopping for Army

Migration of Army Battle Command and Control and Business Systems

How AKO Ranks in the World*

U.S. Army – AKO is #10!

"If there's one thing the 2001 InfoWorld organizations have in common, it's bolstering their efforts through e-business technologies, whether it's to streamline processes, enhance customer service, or develop new ways to drive revenue. Each of these organizations exemplifies the ways in which cutting-edge technologies can be used to build better businesses."

1. J.P. Morgan Chase
2. Proctor & Gamble
3. Fannie Mae
4. Sears, Roebuck & Co.
6. Reuters
7. United Parcel Service of America
9. Dow Chemical
10. ***United States Army***
13. Starbucks
23. Nordstrom
27. Yahoo
36. NASDAQ
52. Merrill Lynch
55. Carnegie Mellon University
60. General Motors
67. Ebay

*InfoWorld Magazine , November 2001, Top 100 List

AKO Awards, December 2001

CIO Web Business 50 Awards program recognizes 50 outstanding websites in business, government and nonprofit arenas.

AKO . . . Next Steps Roadmap

- Army Battle Command System implements AKO-S linkages
- GCCS-A and AKO linkages

Objective Force
AKM / C4ISR

'04
Web-based
C2

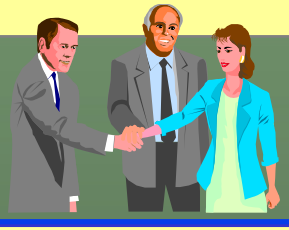
MAY '03
AKO – Next
Development

OCT '02

APR '02

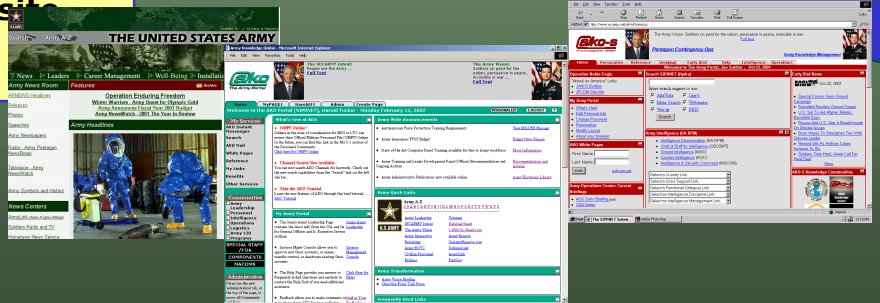
JAN '02

- Server consolidation
- Regional communication pipes upgrades
- Implement Win2K Active Directory
- Implement Blackberry wireless solution



- Enhanced Web mail
  - Rich text
  - Spell check
  - PKI encryption
  - Calendar integration
- Public folders for document storage/retrieval
- Webified applications on-line
- CAC integration with directory services
- Implement fail-over site for reliability

- Identify processes to be webified w/ MACOMs
- Continue press on account creation in Reserve Components
- Homeland Defense email on AKO-S



Personnel Transformation Successes

SIDPERS Superserver

- Reduced servers from 4500 to 43, going to 1 by Oct 02.
- Webifies, stabilizes and improves data sync, reduces errors, eliminates layers.
- Concurrent migration of personnel functionality off of SIDPER-3 to web-based application by Oct 02

Saving: $28M from the buy/rebuy of servers
Man-hours: 3600 man-hours/day due to error reduction

(OMPF) Online

- View official files via AKO 24/7
- SFCs & MAJs currently viewing records for upcoming promotion boards
- 47K visits in December 01 (SFCs & MAJs)
- Instant feedback vice 2-3 week turn around
- Available Army-wide by Aug 02

Saving: Estimate $350K/yr saving ($1.34 cost per generated microfiche)

Field-to-File

- Digitally transmit documents directly from unit to OMPF
- Near instantaneous posting of documents to OMPF, thus reducing errors
- Currently available at Fort Lewis and Korea …expanding

Saving (estimate based on EREC/PERSCOM receiving 8M doc/yr): $0.05/document = over $400K in document saving alone
Man-hours: estimates developed

OMPF Available Through AKO

AKO Points of Interest

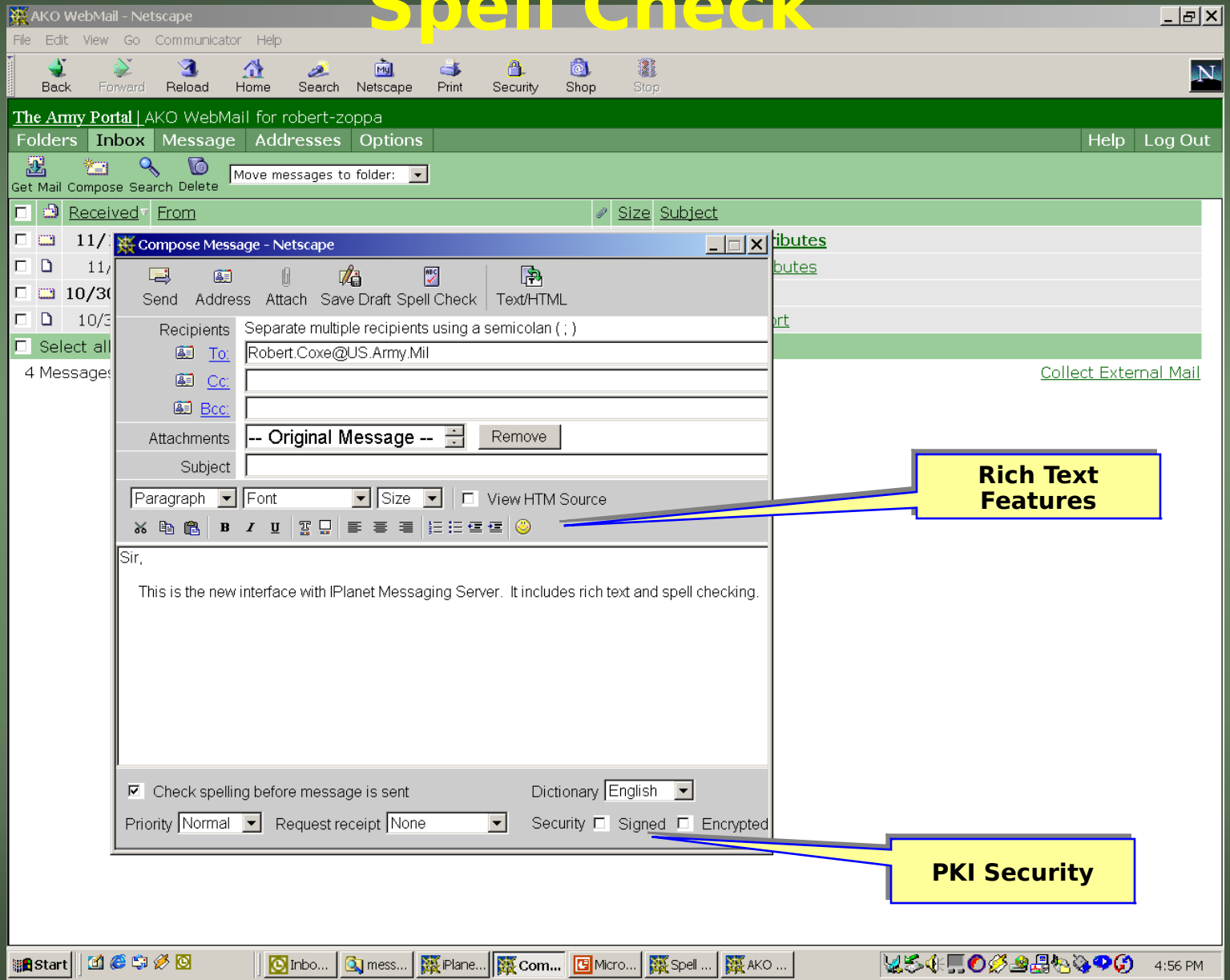
- ***Education Incentives and Counseling Branch***
  (Loan Repayment Program)
  - ***Debt Forgiveness***
    - ***25% Failure rate via snail mail Replies***
    - ***Contact Soldier via AKO non-changing email***
    - ***Provide Update Status on Loan***

- ***CIF (Clothing Issue Facility)***
  - ***Loss of clothing records between PCS Moves***
  - ***CIF has access to Database via AKO***

- ***Deployed Access from FORSCOM***
  - ***Deployed Asset visibility system***
    - ***Was on .com site***
    - ***Now FORSCOM.mil***

- ***DFAS - Travel Advice to customers***

Web eMail
Apr 02 - Rich Text + Spell Check


AKO WebMail - Netscape
File Edit View Go Communicator Help
Back Forward Reload Home Search Netscape Print Security Shop Stop
The Army Portal | AKO WebMail for robert-zoppa
Folders Inbox Message Addresses Options Help Log Out
Get Mail Compose Search Delete
Move messages to folder:
Received From Size Subject
Select all
4 Messages
Collect External Mail
Compose Message - Netscape
Send Address Attach Save Draft Spell Check Text/HTML
Recipients Separate multiple recipients using a semicolan (;)
To: Robert.Coxe@US.Army.Mil
Cc:
Bcc:
Attachments -- Original Message -- Remove
Subject
Paragraph Font Size View HTM Source
Sir,
This is the new interface with IPlanet Messaging Server. It includes rich text and spell checking.
Check spelling before message is sent
Dictionary English
Priority Normal
Request receipt None
Security Signed Encrypted
Rich Text Features
PKI Security
Start
4:56 PM

AKO Collaboration Center - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites History

Address https://akoim1.us.army.mil/custom/army-cc/ Go Links

AKO Collaboration Center

HELP INFO & FAQs HOME

AKO Instant Messenger

Online Functions

Who's On Line?

Search Users

List of Chat Rooms

Create a Chat Room

Contact List

Support & Info

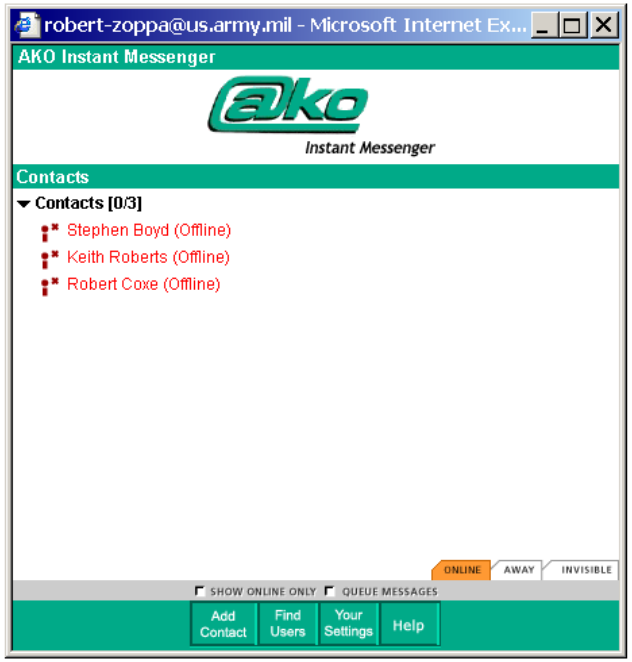
Settings

Welcome to the AKO Collaboration Center

You have successfully entered the AKO Collaboration Center.

To launch or re-launch the AKO Messenger, click here.

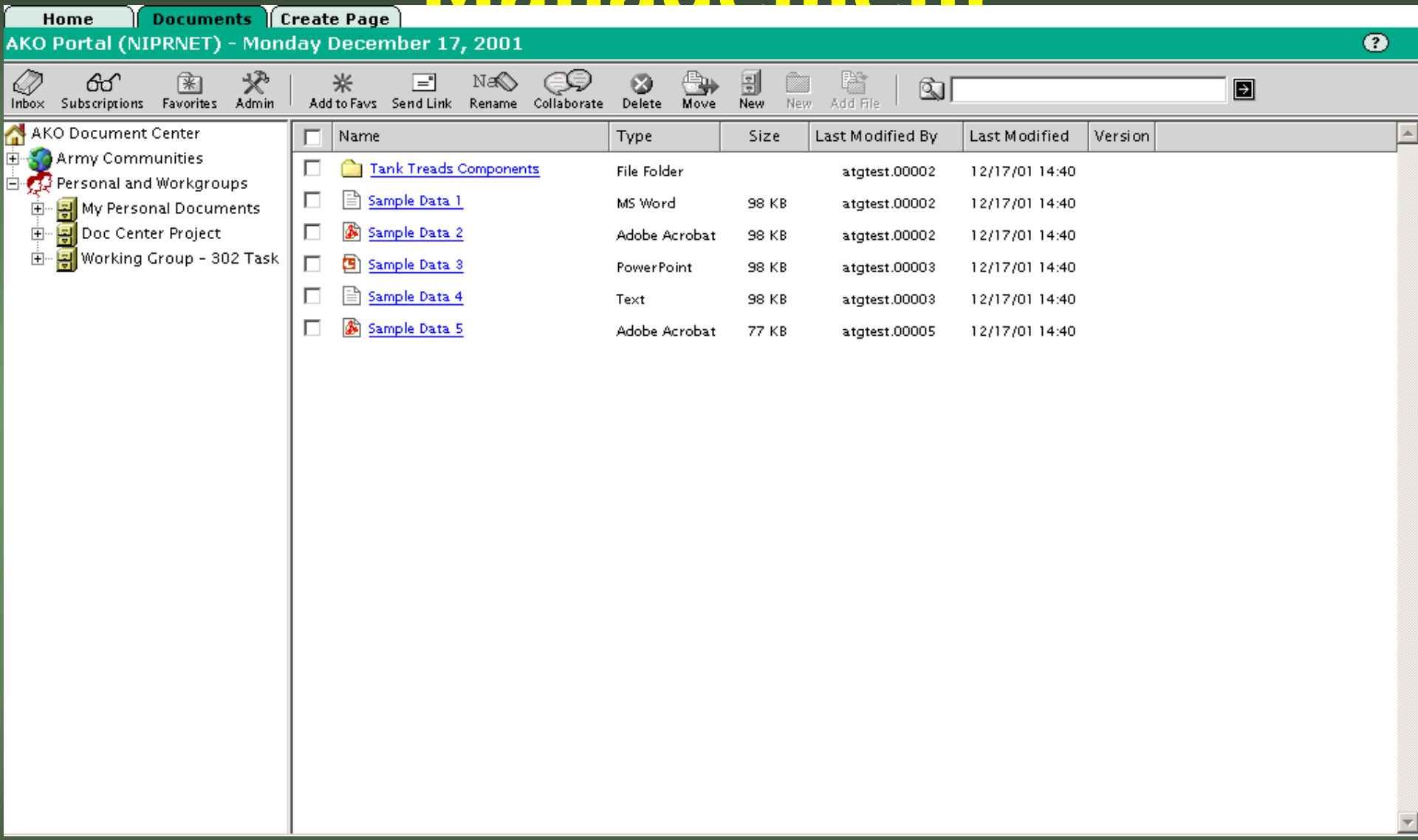
To close the AKO Messenger, click here.



Internet

Start Inbo... Contr... Ques... AKO ... AKO ... Micro... robe... 8:52 AM

Apr 02- AKO Knowledge Management



- Architecture Supports personal, workgroup and Army wide requirements

AKO Partners

AKO Supporting the Army Vision

PEOPLE

READINESS

TRANSFORMATION

Governance & Cultural Change

Knowledge Management & Best Business Practices

Manage the Enterprise

Establish Enterprise

Harness Human Capital

AKO
WEBIFY APPLICATIONS
LIFE-LONG LEARNING
INFOSTRUCTURE
NETWORK OPERATIONS
SECURITY
REDUCED FOOTPRINT
KNOWLEDGE CENTERS

Traditional (Current)

Transitional (Interim)

Transformed (Objective Force)